



**DEPARTMENT OF VETERANS AFFAIRS
Veterans Health Administration
Washington DC 20420**

March 9, 2001

CARES Stakeholder Communication Bulletin #2001-11

CARES: The right care, at the right place, at the right time

UPCOMING ACTIVITIES

* Booz, Allen & Hamilton is continuing to review the data prepared by the actuarial consultant and beginning to form concepts for health care service delivery. Next month Booz, Allen will be presenting the concepts to VISN and VA Headquarters review groups who will then evaluate them to determine which pass the Absolute Criteria. Those that pass the Absolute Criteria will be considered draft service delivery options and made available to the public.

The Absolute Criteria include the ability to meet health care needs in a safe environment. These criteria are so basic that should an option fail one of these criteria, it will no longer be considered. Any concepts that pass these criteria, would then be judged on other more detailed Discriminating Criteria and scored against all other options.

* Booz, Allen will be contacting current VA patients to collect data on veterans' preferences on health care delivery. Veterans' preferences are one element of the Discriminating Criteria.

WHAT IS CARES?

CARES (Capital Asset Realignment for Enhanced Services) is about providing veterans the right care, at the right place, at the right time. It is about providing appropriate access and service for those who currently use VA's health care system, and for those who will use it in the future. The program will assess veterans' health care needs across the country, identify delivery options to meet those needs in the future, and guide the realignment and allocation of capital assets to support the delivery of health care services. Through CARES, VA will optimize care delivery in terms of both quality and access.

WHO IS CONDUCTING CARES?

To ensure objectivity in this analysis, VA has hired outside health care consultants. Two companies are involved in the study. Actuarial consultants are conducting a study of factors, such as demand for VA health care services, demographics, and other data, to project what services will be

needed and where. Booz-Allen & Hamilton will be using this data, incorporating information from stakeholders, analyzing current operations during their visits to the facilities and develop options to meet the future needs of veterans. The consultant will be applying a standard set of pre-approved criteria to various options.

WHAT OPPORTUNITY IS THERE FOR PEOPLE AND GROUPS TO HAVE A SAY IN CARES?

Input into the CARES process will continue to be collected from both internal and external stakeholders. To date, we have received valuable information from our stakeholders during the facility visits that occurred during January. Additionally, we have received e-mails and letters from interested persons and groups about the CARES study. This input will be very valuable in developing the health care service delivery options.

Input into the CARES process will be considered throughout the process. Send comments or questions via mail, or e-mail.

Mail:

**CARES Comments
VISN 12 Office (10N12)
P.O. Box 5000, Building 18
Hines, IL 60141-5000**

E-mail: CARES.mailbox@med.va.gov

All of the comments will be forwarded to the contractors for their use during the development of the options.

Comments have been coming in. While individual comments cannot be acknowledged and answered individually, comments will be forwarded to the contractor for use in the development of the options and later to the National CARES Project Team (NCPT) for their use in the evaluation of the options.

HOW CAN I GET MORE INFORMATION ON CARES?

There will continue to be regular bulletins about CARES with updated information. It is expected that these bulletins will be sent out weekly. The CARES web site will also be updated periodically. There are now two web sites that individuals may use. For VA employees and any others who have access to the VA Intranet, there is a link on the VISN 12 Home Page for CARES. In addition, VA's Internet web site has been established at the following address-www.va.gov/cno

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Capital Asset Realignment for Enhanced Services (CARES) Comment Form
VISN 12 CARES STUDY

Areas of Interest: _____

Comments (Please add additional pages if needed):

While all comments are taken into consideration, comments cannot be acknowledged and answered individually.

Name (please print): _____

Address: _____

Phone: _____ Fax: _____

E-mail address: _____ Date: _____

Mail comments to:
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Hines, IL 60141-5000

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Washington Website: <http://www.va.gov/cno>